

UnitedHealthcare® Medicare Advantage Assure PPO Plan in New Mexico

2021 Quick Reference Guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources.



UHCprovider.com and Link

Link is your gateway to UnitedHealthcare's online tools. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. On Link, you can:

- Check patient eligibility and benefits
- Check claims status and submit reconsideration requests
- Submit and check referral status

If you have questions, visit UHCprovider.com/link or call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1, 7 a.m. – 9 p.m. Central Time, Monday – Friday.



Provider Services

Call us at **877-842-3210** to:

- Confirm member eligibility and benefits
- Provide advance notification
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request



Tip: You can go online to get much of this information and submit transactions. To learn more, please go to UHCprovider.com/link.

You'll be prompted to enter your patient's date of birth, the date of service and the member ID and group number, as shown on the member's ID card.



Claims Submission

Electronic: To submit claims by Electronic Data Interchange (EDI), please use **payer ID 87726**. Learn more at UHCprovider.com/edi.

Paper: Please submit paper claims to the address listed on the back of the member's ID card.



Prior Authorization Requests and Advance Notification

Request prior authorization and provide advance notification.

- Call **877-842-3210**.
- Visit UHCprovider.com > Prior Authorization and Notification Resources.



Behavioral Health Services

Please refer to the member's ID card for their behavioral health provider phone number.



Prescription Medications

[OptumRx.com](https://www.optumrx.com)

Mail Order

- Call **800-791-7658**, Monday – Friday, 8 a.m. – 8 p.m. Central Time.
- Fax **800-491-7997**.

Oral Drug Prior Authorization Requests

- covermymeds.com/epa/optumrx
- Call **800-711-4555**, option 1.
- Fax **800-527-0531**.

Injectable Drugs Prior Authorization Requests

- Call **800-711-4555**, option 2.



Routine Vision: UnitedHealthcare Vision

[spectera.com](https://www.spectera.com)

Call **800-638-3120**, Monday – Friday, 7 a.m. – 10 p.m. and Saturday, 8 a.m. – 5:30 p.m. Central Time.



Routine Hearing: UnitedHealthcare Hearing

[UHCaring.com](https://www.uhcaring.com)

Call **855-523-9355**, Monday – Friday, 8 a.m. – 8 p.m. Central Time.



Dental

[UHCdental.com](https://www.uhcdental.com)

Call **877-816-3596**, Monday – Friday, 7 a.m. – 10 p.m. Central Time.



Virtual Visits

Virtual Medical Visits

- [amwell.com](https://www.amwell.com)
- Members have access to virtual medical visits 24/7 with American Well at [amwell.com](https://www.amwell.com).

Virtual Mental Health Visits

- [VirtualVisitsMentalHealth.uhc.com](https://www.VirtualVisitsMentalHealth.uhc.com)

Members have access to virtual mental health visits through Optum Behavioral Health.



Other Resources

You'll find information in our Care Provider Administrative Guides at [UHCprovider.com/guides](https://www.UHCprovider.com/guides).

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at [UHCprovider.com/contactus](https://www.UHCprovider.com/contactus) > Find a Network Contact.



2021 Medicare Advantage Sample ID Card

We need a generic card to emulate this card:

United Healthcare
 Health Plan (99999): **999-99999-99**
 Member ID: **9999999999-00** Group Number: **XXXXX**

Member: **MEMBER SAMPLE** [UHC Dental Benefits]
 Payer ID: **XXXXX**

PCP Name: **SAMPLE, M.D., PROVIDER.**
 PCP Phone: **(999) 999-9999**

MedicareRx
 Prescription Drug Coverage

RxBIN: **610097**
 RxPCN: **9999**
 RxGrp: **COS**

H9999-999-999 UnitedHealthcare Medicare Advantage Assure (PPO)
 Medicare limiting charges apply.

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: **XX/XX/XXXX**

For Members
 Website: **www.MEMBERURL.com**
 Customer Service: **1-999-999-9999 TTY 711**
 NurseLine: **1-999-999-9999 TTY 711**
 Behavioral Health: **1-999-999-9999 TTY 711**
 [Transportation Svcs: **1-999-999-9999 TTY1-999-999-9999**]

For Providers **UHC**
 www.providerurl.com 1-999-999-9999
 Medical Claim Address: P.O. Box 99999, Healthcare, US 99999-9999

[UHC Dental Providers: **www.dentalurl.com** 1-999-999-9999]

For Pharmacists 1-999-999-9999
 Pharmacy Claims OptumRx P.O. Box 99999, Healthcare, US 99999

[Fitness Benefit Logo] [No Referral Logo]

Sample member ID card for illustration only; actual information varies depending on payer, plan and other requirements. Members with the Medicare National Network logo will not need to activate Passport.

2021 Plan Overview

Referrals are not required.

Plan Name and Type	Counties	Centers for Medicare & Medicaid Services (CMS) Contract	Group Number
UnitedHealthcare® Medicare Advantage Assure (PPO)	Dona Ana, Grant, Hidalgo, Luna, Sierra	H0271-011-000	77017